

****This message is authorized by Captain John Campanella, Director of Human Resources****

**** This is both an internal and external job posting. ****



CLASS TITLE: Casual/Seasonal Telecommunications Network Technician I

This position works 29.5 hours a week
Day shift hours; flexible schedule

SALARY: \$19.39 hourly wage

LOCATION: DSP Headquarters, Dover, DE

OPENING DATE: June 24, 2015, 2016

CLOSING DATE: July 1, 2016

GENERAL DESCRIPTION:

This full performance level position supports all aspects of a LAN (hardware and software) and telecommunication systems for voice/video/images as a systems administrator. The support work emphasizes monitoring, operation and maintenance involved in the administration of a LAN and telecommunication systems, end user assistance through help desk customer services, and technical systems maintenance through diagnostics and repair.

MINIMUM QUALIFICATIONS:

Applicant must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of the methods and techniques for installing, testing, and configuring networks as well as the associated wiring, network dependent devices and infrastructure components.
2. Knowledge of the methods and techniques for troubleshooting, diagnosing and resolving network problems.
3. Ability to communicate effectively.

ESSENTIAL FUNCTIONS

- Configures, installs, tests, troubleshoots, repairs and monitors operation of LAN hardware/software including desktop computers, data/voice/video communication systems, including peripheral devices, wiring and cabling to ensure connectivity and functionality.
- Identifies and resolves network and telecommunication system malfunctions including connectivity and functionality for mainframe and remote access and other connections/interfaces; start/restart network after disruptions or failures using computer diagnostic tools and software; run system backups; resolves desktop computer problems.
- Provides customer service through central help desk function to resolve or ensure resolution of problem diagnosis/assessment and repairs. Maintains database of user problems and resolution. Performs routine network systems administration to include, but not limited to: addition/deletion of users and hardware/software, defining access rights, implementing and ensuring compliance with security procedures and policies, purchasing hardware/software through state contracts, planning and implementing desktop computer migration and maintaining inventory control systems. Advises and trains users on the operation and capabilities of hardware and application software.
- Plans, schedules, installs and tests software updates and hardware upgrades; conducts needs analysis of equipment, software, network security, budget, disaster recovery concerns, training and equipment resources to plan and recommend network changes in ways that meet program goals. Coordinates network expansion with agency technical staff, consultants, contractual vendors or OTM.

LEVELS OF WORK:

The Telecommunications/Network Technician I is the first level in this series. This level performs basic technical procedures in customer support, maintenance and/or administration of a local area network.

- Work is similar to the Technician II level but assignments are structured and performed with close supervision. This level performs full range of less complex, routine activities as a systems administrator, systems technician and/or help desk technician. Carries out established work processes and operations. Learns agency operations.
- Emphasis is on maintaining functionality of the network, set up and configure PCs and network dependent devices using standard configurations; install network interface cards, printers, drives, monitors, etc.; perform rudimentary training for end users. Maintain inventory lists, backup schedules and other lists.
- Provide first level help desk function for problem resolution. Logs problems, conducts structured telephone interviews to rule out various problem sources, performs preliminary troubleshooting to establish facts and detect malfunctions, e.g., guide user through various tests, obtain and interpret error messages, determine probable problem sources; contact and provide information to technical specialist within or outside the agency; solves practical problems stemming from operational error or minor hardware problems. Perform minor PC repairs and resolves minor procedural problems relating to the operation of applications.
- Guidelines are available in the form of standard operating procedures and policies or techniques, hardware and software manuals, copyrights, and standards/instructions.

- Regular contacts are typically with internal agency staff and with others outside the supervisory chain, regardless of the method of communication, for the purpose of coordinating and gathering information.

KNOWLEDGE, SKILLS AND ABILITIES FOR TECHNICIAN I:

- Knowledge of the methods and techniques for installing, testing, configuring, troubleshooting and repairing data/voice/video/imaging communication systems and associated wiring, network dependent devices and network infrastructure components.
- Knowledge of the methods and techniques for performing diagnostics and problem resolution associated with computer based systems and local area networks or wide area networks.
- Knowledge of the methods and techniques of voice/video/imaging systems administration and data network administration.
- Ability to communicate effectively.
- Ability to use sound judgment and reach logical conclusions.
- Ability to identify and analyze problems/needs/issues, assess their impact and make recommendations.
- Ability to provide guidance and direction to a variety of people pertaining to applicable laws, rules, regulations, policies and procedures.
- Ability to establish and maintain effective working relationships with a variety of people.

CONDITIONS OF EMPLOYMENT:

Direct deposit of paychecks is required as a condition of employment. Applicants must be legally authorized to work in the United States. A satisfactory criminal background check is required as a condition of employment. Union Covered Positions - A labor organization has been elected by employees as their representative for collective bargaining and other work related purposes. The person selected for this position shall as a condition of employment, join and pay dues to the labor organization or may, instead not join but pay a service fee no greater than the dues. The labor organization is required to represent all employees, even those who do not join.

Please Note: This is a casual/seasonal position; therefore, there are no other benefits.

APPLICATIONS:

Please submit a Delaware State Police civilian application to:

DELAWARE STATE POLICE, Human Resources Office, P.O. Box 430, Dover, DE 19903

Applications can be found at our website at:

<http://www.dsp.delaware.gov/employment.shtml>

Applications can also be found at any troop or at our Headquarters at 1441 N. Du Pont Highway, Dover, DE 19903

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by a Delaware State Police Application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458 TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

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